Amendments to the Claims

1.   (Currently Amended) A service management method comprising the steps of:

establishing a telephone call in a call center with a service subscriber over a public

switched telephone network (PSTN), the call center and the service subscriber being coupled to

different portions of the PSTN;

receiving identifying information for said service subscriber, externally from said

established telephone call, through a computer communications network link originating from

within a switch in said PSTN and terminating in the call center;

correlating said identifying information with said established telephone call in the call

center to identify said service subscriber;

retrieving service information for a service subscribed to by said service subscriber based

upon said identifying information; and,

managing said service by updating said service information with a new service term.

2.   (Previously Amended)   The method of claim 1, wherein said receiving step

comprises the step of receiving said identifying information over said computer communications

network externally from said established telephone call from a name resolution adapter disposed

within said PSTN.

3.   (Original)   The method of claim 1, wherein said identifying information comprises

one of a name and an address associated with said service subscriber and resolved in said PSTN.

4.   (Original)   The method of claim 1, wherein said identifying information comprises a name associated with said service subscriber and resolved in a line information database disposed in said PSTN.

5.   (Original)   The method of claim 1, wherein said managing step comprises the step of renewing said service term.

6.   (Original)   The method of claim 1, wherein said managing step comprises the step of extending said service term.

7.   (Currently Amended) A service management system comprising:

a name resolution adapter disposed in a public switched telephone network (PSTN) and communicatively linked to a line information database (LIDB) in said PSTN;

an enterprise application disposed in a call center and configured to manage service subscriptions, said enterprise application having a communicative couplings both to said name resolution adapter over a data communications network link originating in ~~and also to~~ a switch disposed in said PSTN and terminating in the call center, and also to PSTN over a telephonic link separate from the data communications network link; and,

service renewal logic associated with said enterprise application and programmed to renew service subscriptions for calling ones of subscribers to said service subscriptions based upon identifying data for said calling ones of said subscribers as received in said enterprise

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application over said data communications network <u>link</u> from said name resolution adapter

externally from telephone calls for said calling ones of said subscribers <u>on the telephonic link</u>.

8.   (Currently Amended) A machine readable storage having stored thereon a computer

program configured for service management, the computer program comprising a routine set of

instructions which when executed by a machine cause the machine to perform the the steps of:

establishing a telephone call <u>in a call center</u> with a service subscriber over a public

switched telephone network (PSTN)<u>, the call center and the service subscriber being coupled to</u>

<u>different portions of the PSTN</u>;

receiving identifying information for said service subscriber, externally from said

established telephone call, through a computer communications network <u>link originating</u> from

<u>within</u> a switch in said PSTN <u>and terminating in the call center</u>;

correlating said identifying information with said established telephone call <u>in the call</u>

<u>center</u> to identify said service subscriber;

retrieving service information for a service subscribed to by said service subscriber based

upon said identifying information; and,

managing said service by updating said service information with a new service term.

9.   (Previously Amended)   The machine readable storage of claim 8, wherein said

receiving step comprises the step of receiving said identifying information over said computer

communications network externally from said established telephone call from a name resolution

adapter disposed within said PSTN.

10.   (Original)   The machine readable storage of claim 8, wherein said identifying

information comprises a name associated with said service subscriber and resolved in said PSTN.

11.   (Original)   The machine readable storage of claim 8, wherein said identifying

information comprises a name associated with said service subscriber and resolved in a line

information database disposed in said PSTN.

12.   (Original)   The machine readable storage of claim 8, wherein said managing step

comprises the step of renewing said service term.

13.   (Original)   The machine readable storage of claim 8, wherein said managing step

comprises the step of extending said service term.